

Class Code 4910/Nonexempt
Position Title Principal Coordinator
Working Area Network Administrator
Effective Date 10/01/03



JOB DESCRIPTION

Scope

Professional, analytical and technical work in planning, selection, maintenance, design, implementation, and maintenance of data communication network operating systems and hardware platforms associated with LANs and WANs devoted to County mission critical functions.

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Perform system installation, customization, administration, and maintenance (including diagnosis, troubleshooting, and repair) for the County's local area network, including computers, servers (SANs, file and print servers, database servers, email servers, remote access servers, GIS servers, etc.), security-related systems (firewalls, VPNs, IDS systems, content filtering systems), and other network equipment (routers, switches, CSU/DSUs, printers, etc.). Administration includes system monitoring, installing updates/patches, security, backups, anti-virus protection, disaster recovery, and emergency procedures. Provide software and hardware information, recommendations, and configurations for LAN, servers and computers. Assist end users in identifying technical (equipment, software, training, etc.) solutions. Maintain a proactive role understanding and evaluating vendor's products, and County departmental needs. Properly document the status, steps taken, failures, and final results of all assigned work orders by utilizing approved Help Desk software. Close work orders in a timely manner. Document procedures for installations, repairs or other functions performed. Review and audit new systems during design and prior to implementation. Implement and monitor systems and procedures to maintain compliance with the County's Information Security Guidelines. Provide problem determination and correction assistance to Information Technologies staff and second-level problem determination and correction assistance to technicians and customers. Complete special projects which include assisting other agencies (elected officials, municipalities, etc.) with the installation or configuration of equipment. Perform other duties as assigned or as may be necessary.

Minimum Qualifications

Knowledge and Skills

Knowledge of the following: operating characteristics, capabilities and limitations of local and wide area networks; telecommunications principles, hardware and software; frame relay and fiber optic characteristics and troubleshooting; TCP/IP protocol, RIP and static routes, firewalls, DNS, proxy servers, and Netware and Microsoft environments.

Ability to: present ideas clearly and concisely both orally and in writing; perform functional and performance tests, analyze test results, detect programming errors, and perform proper corrective action; configure routers, hubs, switches and CSU/DSUs; use various test equipment, i.e., Sniffer; meet and deal effectively with the public, county staff, elected officials, and constitutional officers; organize and prioritize tasks simultaneously.

Education

Associate's Degree and four (4) years progressively responsible experience in network administration. Certification as an MCSE and/or CNE is preferred.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

Working Conditions

The work environment for this position is generally an office setting. Most duties are performed while sitting at a desk, table or workstation. This position has regular exposure to radiant and electrical energy found in an office environment.